



AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES	
				115	
2. AMENDMENT/MODIFICATION NO.		3. EFFECTIVE DATE		4. REQUISITION/PURCHASE REQ. NO.	
P00011		See Block 16C		PR-OGC-22-00001	
6. ISSUED BY		CODE		7. ADMINISTERED BY (If other than Item 6)	
HPOD				CODE	
US Environmental Protection Agency					
William Jefferson Clinton Building					
1200 Pennsylvania Avenue, N. W.					
Mail Code: 3803R					
Washington DC 20460					
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x)		9A. AMENDMENT OF SOLICITATION NO.	
Riva Solutions, Inc.					
Attn: Angelica Matias				9B. DATED (SEE ITEM 11)	
8000 Westpark Dr.					
MC LEAN VA 22102		x		10A. MODIFICATION OF CONTRACT/ORDER NO.	
				68HERH19C0003	
				10B. DATED (SEE ITEM 13)	
CODE 964390350		FACILITY CODE		02/26/2019	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended.					
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or electronic communication which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or electronic communication, provided each letter or electronic communication makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. ACCOUNTING AND APPROPRIATION DATA (If required)					
See Schedule					
Net Increase: \$218,792.00					
13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.					
CHECK ONE					
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.					
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation data, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).					
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:					
D. OTHER (Specify type of modification and authority)					
X FAR 52.243-3 - Changes - Time-and-Materials or Labor-Hours					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.					
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)					
DUNS Number: 964390350					
TRANSLATION, IN-PERSON INTERPRETATION, AND TELEPHONIC INTERPRETATION SERVICES					
Max Expire Date: 02/29/2024 Invoice Approver: Waleska Nieves-Muñoz					
The purpose of this modification is to:					
1. Increase total contract ceiling from \$2,044,832.00 to \$3,351,208.00					
2. Obligate funding in the amount of \$268,792.00 to Option Period II.					
2. Add the newly revised Statement of Work including Subtitling and Voice Over.					
All other terms and conditions remain unchanged.					
LIST OF CHANGES:					
Reason for Modification: Other Administrative Action					
Continued ...					
Except as provided herein, all terms and conditions of the document referenced in Item 9 A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
Kaitlyn Cumber, Senior Contracts Associate		Patrice L. Cunningham			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA	
		10/20/2021			
(Signature of person authorized to sign)				ELECTRONIC SIGNATURE	
				16C. DATE SIGNED	
				10/19/2021	

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED 68HERH19C0003/P00011	PAGE	OF
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NAME OF OFFEROR OR CONTRACTOR
Riva Solutions, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>Period Of Performance Start Date changed from 01-MAR-19 to 01-MAR-21 Period Of Performance End Date changed from 28-FEB-21 to 28-FEB-22 Total Amount for this Modification: \$1,306,376.00 New Total Amount for this Version: \$2,600,000.00 New Total Amount for this Award: \$3,351,208.00 Obligated Amount for this Modification: \$268,792.00 New Total Obligated Amount for this Award: \$1,367,999.75 Onsite Contract changed to : N</p> <p>CHANGES FOR LINE ITEM NUMBER: 2001 The contractor shall provide required support services in accordance with the Performance Work Statement. All pricing shall be billed in accordance with the attached pricing proposal. This is a Time & Materials line item with a NTE amount of \$650,000.00. P.O.P: 03/01/2021 - 02/28/2022 Total Amount changed from \$381,208.00 to \$650,000.00 Obligated Amount for this Modification: \$268,792.00</p> <p>NEW ACCOUNTING CODE ADDED: Account code: 22-WR-11QHOA1-000ME8-2505-2211Q21001-001 Beginning FiscalYear 22 Ending Fiscal Year Fund (Appropriation) WR Budget Organization 11QHOA1 Program (PRC) 000ME8 Budget (BOC) 2505 Job # (Site/Project) COA Cost Organization DCN-LineID 2211Q21001-001 Quantity: 0 Amount: \$268,792.00 Percent: 70.51059 Subject To Funding: N Payment Address: RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711</p> <p>Continued ...</p>				

CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED 68HERH19C0003/P00011	PAGE	OF
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NAME OF OFFEROR OR CONTRACTOR
Riva Solutions, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	<p>CHANGES FOR LINE ITEM NUMBER: 4001 The contractor shall provide required support services in accordance with the Performance Work Statement. All pricing shall be billed in accordance with the pricing proposal attached. This is a Time & Materials line item with a NTE amount of \$700,000.00. P.O.P: 03/01/2023 - 02/29/2024 Total Amount changed from \$381,208.00 to \$700,000.00</p> <p>CHANGES FOR LINE ITEM NUMBER: 2002 Description changed from AD HOC Work for Option Period II as necessary Amount: \$50,000.00 P.O.P: 03/01/2021 - 02/28/2022 to AD HOC Work for Option Period II as necessary Amount: \$150,000.00 P.O.P: 03/01/2021 - 02/28/2022 Total Amount changed from \$50,000.00 to \$150,000.00</p> <p>CHANGES FOR ACCOUNTING CODE: 21-WR-11QHOA1-000ME8-2505-COA-2111Q11001-002 Percent changed from 100 to 0</p> <p>CHANGES FOR LINE ITEM NUMBER: 3001 The contractor shall provide required support services in accordance with the Performance Work Statement. All pricing shall be billed in accordance with the pricing proposal attached. This is a Time & Materials line item with a NTE amount of \$700,000.00. P.O.P: 03/01/2022 - 02/28/2023 Total Amount changed from \$381,208.00 to \$700,000.00</p> <p>CHANGES FOR LINE ITEM NUMBER: 3002 Description changed from AD HOC Work for Option Period III as necessary Amount: \$50,000.00 P.O.P: 03/01/2022 - 02/28/2023 to AD HOC Work for Option Period III as necessary Amount: \$200,000.00 P.O.P: 03/01/2022 - 02/28/2023 Total Amount changed from \$50,000.00 to \$200,000.00</p> <p>CHANGES FOR LINE ITEM NUMBER: 4002 Continued ...</p>				

NAME OF OFFEROR OR CONTRACTOR
Riva Solutions, Inc.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Description changed from AD HOC Work for Option Period IV as necessary Amount: \$50,000.00 P.O.P: 03/01/2023 - 02/29/2024 to AD HOC Work for Option Period IV as necessary Amount: \$200,000.00 P.O.P: 03/01/2023 - 02/29/2024 Total Amount changed from \$50,000.00 to \$200,000.00 Payment: RTP Finance Center US Environmental Protection Agency RTP-Finance Center (AA216-01) 109 TW Alexander Drive www2.epa.gov/financial/contracts Durham NC 27711 Period of Performance: 03/01/2021 to 02/28/2022				

PERFORMANCE WORK STATEMENT (PWS)
TRANSLATION, IN-PERSON INTERPRETATION, AND TELEPHONIC INTERPRETATION SERVICES
FOR THE U.S. ENVIRONMENTAL PROTECTION AGENCY
EXTERNAL CIVIL RIGHTS COMPLIANCE OFFICE

BACKGROUND & PURPOSE:

As required by Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," and as part of its implementation of the February 17, 2011, memorandum entitled "Federal Government's Renewed Commitment to Language Access Obligations Under Executive Order 13166", the United States Environmental Protection Agency (EPA), Office of General Counsel (OGC), External Civil Rights Compliance Office (ECRCO) is committed to establishing a contract for translation, in-person interpretation, and telephonic interpretation services to be made available for all EPA regional and program offices. The implementation of these services will better enable communication with limited English proficient (LEP) individuals throughout the United States and its territories.

TASK 1: PROJECT MANAGEMENT

The Project Manager (PM) will have the responsibility of the planning and the executing of Translations, Interpretation, Ad Hoc support, Emergencies and Crisis Communication, Virtual/ Distant Services, and Web Support's requests. The PM also will coordinate with the LEP Coordinator and Contracting Officer's Representative (COR) on the process to provide the services to the requestors. The COR will finalize the requests and provide details in a Direction from the COR Document (DCORD).¹

TASK 2 – TRANSLATIONS:

Translation is the process by which a translator takes a written message from a source language and renders that written message into a different target language in writing (e.g., English into Spanish, English into Vietnamese, Spanish into English, etc.).²

The amount of words per page will vary and is unknown at this time, therefore, will not be provided. The types of documents that EPA's regional and program offices may submit may include, but are not limited to:

Brochures
Question & Answer Documents
Correspondence
Reports
Technical Documents

Fact Sheets
Settlement Agreements
Press Statements
Final Agency Decisions
Other Vital Documents

¹ Process will be discussed at the kickoff meeting.

² Standard Operating Procedure for Obtaining Translation and Interpretation Services for LEP Persons under the EPA Agencywide Contract http://intranet.epa.gov/civilrights/pdfs/2015_standard_operating_procedures.pdf

All material will be provided to the contractor via email or in another electronic format (e.g., flat files, portable document format (PDF), etc.), facsimile, or via the United States Postal Service (USPS) mail. The contractor shall be capable of receiving material by email, in electronic format, facsimile, and by mail via the USPS or courier delivery. None of the material to be translated will be hand-written. Documents needing to be translated will be provided to the contractor in either Microsoft (MS) Word, PDF, or other editable formats.

The material to be translated shall be due no later than one (1) week after the material is provided to the contractor, unless a different mutually-agreed upon timeframe is set in the Direction from the COR Document (DCORD).

Documents need to be submitted via email to the EPA in MS Word format unless otherwise specified in a technical directive during contract performance (formats: Adobe Acrobat, InDesign, Quark, FrameMaker, PageMaker) Deliverables shall be submitted to the EPA in the following format: typed, double-spaced, on 8 ½ x 11” or 8 ½ x 14” white paper with 1” margins on all sides, in Times New Roman and 12-point font.

REQUIREMENTS FOR TRANSLATIONS:

Though LEP populations within the United States (U.S.) and U.S. territories may change over time, currently, the eight (8) most prominent languages other than English used by LEP persons are: (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, and (7) Arabic (8) Russian. The contractor should have the capability to expand to other languages not explicitly stated above, as needed by the EPA including Native American and Alaskan languages. The details will be provided to the contractor in the Direction from the COR Document (DCORD).

1. The contractor must have qualified professional translators.³
2. The contractor should have an understanding in environmental, health, scientific, legal terms and professional jargon.
3. The contractor shall follow the Spanish Language Style and Glossaries for U.S. Government Web Sites –

http://www.usa.gov/webcontent/spanish_guide/spanish_index.shtml

In addition, the contractor shall use the EPA Terms of Environment Glossary, Abbreviations, and Acronyms in Spanish for the translation –

<https://espanol.epa.gov/espanol/glosario-ambiental-bilingue>

³A certified professional translator and/or interpreter is one whose competency is assured based upon professional qualifications. Appropriate professional qualifications include a Master of Arts degree in translation/interpretation, or accreditation from the American Translators Association, or other recognized accrediting body. Of course, to be qualified, both translators and interpreters must have appropriate training regarding professional confidentiality and conduct standards.

4. EPA will need for the contractor to provide a two-level translation/translation review for each translation. Once the certified professional translator completes the initial translation, EPA would like for the translation to receive an “edited translation.” That is, the translation will also go through an additional certified professional who will then do an edit of the document before it is returned to EPA.
5. The contractor must be capable to provide quality and professional graphic design and form layout services. The contractor should provide layouts in MS Word, PowerPoint, Publisher, Illustrator and Photoshop for PC and Desktop Publishing for Windows and Macintosh in programs including, but not limited to: In Design, Quark Passport, Quark Express, Frame Maker, Illustrator, PageMaker, Persuasion, Photoshop, Streamline, MS Word and Power Point among others.

TASK 3 – IN-PERSON INTERPRETATIONS:

Interpretation is the process by which an interpreter takes a message from a source language and orally renders that message in a different target language (e.g., English into Spanish, English into Vietnamese, Spanish into English, etc.).⁴The need for in-person interpretation services will vary greatly based on the service population, the audience, and the type of forum.

Though LEP populations within the United States and U.S. territories may change over time, currently, the eight (8) most prominent languages other than English used by LEP persons are: (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, (7) Arabic, and (8) Russian. The contractor must be able to provide effective interpretation in these languages and, in addition, the contractor should have the capability to expand to other languages not explicitly stated above, as needed by the EPA including Native American and Alaskan languages. The types of forums that the EPA may request an interpreter may include, but is not limited to:

Public Hearings/Meetings
Presentations
Public Outreach Events

Investigative Interviews
Speeches
Emergency Response

REQUIREMENTS FOR IN-PERSON INTERPRETATIONS:

1. The contractor must have the capability to provide simultaneous interpretation in certain forums throughout the United States and U.S. territories.
2. The contractor must be able to provide certified professional interpreters in the prominent languages previously stated as well as have the capability to expand to other languages as needed by the EPA.

TASK 3.1 – INTERPRETATIONS EQUIPMENT & TRAVEL

⁴ Standard Operating Procedure for Obtaining Translation and Interpretation Services for LEP Persons under the EPA Agencywide Contract http://intranet.epa.gov/civilrights/pdfs/2015_standard_operating_procedures.pdf

1. The contractor must be able to provide equipment such as headsets (best available technology), booths (Table-Top or Fully Enclosed-BoothFull) and other equipment in support of certain town hall meetings or conferences such as control unit, transmitter, wireless receiver-FM, Headset-Single-Ear, Technician, Assistant Technician, Technician's Services/Dismantling, Wired Microphone, Mixer-5 channel, Microphone-wireless Handheld, control unity-delegate microphone, microphone delegate, small public address system (25-to 100 people) and others.
2. The contractor must be able to provide onsite technicians to assemble and breakdown all equipment
3. The contractor shall find local interpreters and technicians for the events, in the event that local interpreters and technicians cannot be found, they should consider finding interpreters and technicians outside of the area. Travel must be incurred and invoiced at cost in the accordance with Government travel and per diem guidelines established by General Services Administration (GSA).

TASK 4 – TELEPHONIC INTERPRETATIONS:

Interpretation is the process by which an interpreter takes a message from a source language and orally renders that message in a different target language (e.g., English into Spanish, English into Vietnamese, Spanish into English, etc.).⁵ This process can be done also by phone. Linguists available on live telephone lines within one (1) minute to help EPA employees, and contractors communicate.

Though LEP populations within the United States may change over time, currently, the eight (8) most prominent languages other than English used by LEP persons are: (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, (7) Arabic, and (8) Russian. The contractor must be able to provide effective interpretation in these languages and, in addition, the contractor should have the capability to expand to other languages not explicitly stated above, as needed by the EPA including Native American and Alaskan languages.

REQUIREMENTS FOR TELEPHONIC INTERPRETATIONS:

1. Telephonic Interpretation Support in 150+ languages to meet the needs of LEP individuals in the U.S. and its territories. The initial focus would be on the seven (7) more commonly used languages, as previously listed, with the expansion capability to support 150+ languages.
2. Simple logistics for EPA's record keeping that would enable EPA to keep an accurate record of use of the telephonic service, including the language requested/provided and the length of time of the call. (For example, specific corresponding codes for each program/regional office – 800 number, enter an access code, request the required language and within a minute or less the interpreter is online).
3. Provide training to EPA employees on the use of the telephonic interpretation service. In addition to in-person training for LEP working group representatives and others, the

⁵ Standard Operating Procedure for Obtaining Translation and Interpretation Services for LEP Persons under the EPA Agencywide Contract http://intranet.epa.gov/civilrights/pdfs/2015_standard_operating_procedures.pdf

contractor shall provide any additional training material(s) or quick reference guides to augment the in-person training sessions. Details on how the training is expected to be delivered will be provided and outlined in a DCORD.

4. The contractor shall ensure that, subject to any limitations of the EPA's current telephone system, calls that require transferring to an EPA regional office or to HQ by a regional office are successfully transferred so that the customer caller and interpreter remain on the line to communicate with the EPA representative located at the EPA regional office.
5. The contractor shall comply with all §504 & §508 of the Rehabilitation Act of 1973 (as amended) to support EPA employees or callers with disabilities.
6. With the exception of initial and subsequent training, as needed, and contract monitoring meetings, when needed, the work will be performed via telephone from the contractor's location. While it is envisioned that the existing 1-800 telephone numbers will be used for the purpose of providing this service to EPA customers, the contractor shall be prepared to assist the EPA in the establishment of additional 1-800 telephone numbers for the purpose of providing this telephonic interpretation service.
7. Provide customer support and troubleshooting assistance and should be accessible to all EPA regional and program offices to include, but not limited to, offices located in the U.S. territories.
8. The contractor shall provide regular quality assurance to ensure that interpreters are qualified, responsive, accurate in their interpreting, professional and polite. Results of the quality assurance monitoring shall be included in the monthly status reporting and shall include identification of the issues and resolution of any such issues.
9. The contractor shall propose performance metrics for review and approval by the EPA that are consistent with the Expected Outcomes described herein. The performance metrics shall include any industry standards for telephonic interpretation services, such as, but not limited to, (1) time to answer call and (2) time it takes to engage an appropriate interpreter.

TASK 5 – AD HOC SUPPORT:

The contractor shall provide support to the EPA on an ad hoc basis within the scope of this contract. The details of the support required will be outlined in the DCORD. Ad hoc support may include, but is not limited to, as an example, to support for translations needed by the EPA's Regional and Program Offices that are not required by law in order to provide access to LEP persons. For example, the translation from Spanish to English of enforcement case documents/records submitted to EPA in Spanish by Puerto Rico or an interpretation request in support of a meeting between a foreign government or business entity with EPA officials.

REQUIREMENTS FOR AD HOC SUPPORT:

Tasks performed under this section of the SOW will be ordered on an as-needed basis and if there is the need will be approved by the Contracting Officer (CO), and if there is the necessity the contract will be modified, prior to performance of any work associated with the task. In the event, that a modification is needed, the modification to approve work under this section will obligate the requisite amount of funding needed, and agreed upon between parties, to complete the work. The total price of each task ordered under this section of the SOW will be firm-fixed price. Prices proposed for work under this task must be equal to or discounted from final agreed

to prices under this contract. Specifics of each ad hoc task will be provided to the contractor in a separate DCORD with the modification package. Travel may be incurred for ad hoc support with the approval of the Contract Officer (CO).

TASK 6- EMERGENCIES & CRISIS COMMUNICATIONS

An emergency/crisis situation is when the Office of Public Affairs (OPA) at HQ or a Public Affairs Directors (PAD) in an EPA region is engaged in an emergency and/or high-profile matter, requiring time sensitive communication with LEP individuals and/or communities.

In the event of such an emergency/crisis situation, the contractor shall have the personnel available seven (7) days a week and 24 hours per day and be able to respond by email or a phone call to the COR or EPA personnel authorized to submit a request for services of emergencies and crisis situations in 30 to 45 minutes. The EPA personnel authorized are identified as an LEP Alternate Emergency Point of Contact (LEP AEPC).⁶

In the event of a government shutdown, no work is authorized to be performed under this contract unless the contractor is notified by the Contracting Officer otherwise.

If work ordered under Task 6 is expected to exceed the task order ceiling amount, for the respective performance period, the contractor shall not perform the work. Instead the contract must contact the Contracting Officer and the COR immediately so that a contract action can be authorized and executed, if need be.

TRANSLATIONS FOR EMERGENCY/CRISIS SITUATIONS:

The types of documents that may need to be translated in the events of emergencies and crisis situations include but not limited to:

Question & Answer Documents
Correspondence
Reports
Other Vital Documents
Translated live captioning⁷

Settlement Agreements
Press Statements
Fact Sheets
Meeting Advisories
Transcriptions⁸

The amount of words per page will vary and is unknown at this time, therefore, is not being provided. After the material to be translated is provided to the contractor, the translations shall be due no later than the time requested by the LEP AEPC. Contractor may be requested to provide the translations in a web page format and/or 508 compliance in PDF documents.⁹ It is

⁶ Under emergency/crisis situations the following authorized LEP AEPC(s) may direct the contractor to perform the required language assistance service and are identified as the following: Director of ECRCO, Director of Public Affairs, ECRCO COR, ECRCO Alternate COR, and Contracting Officer.

⁷ See Task 7 for further information

⁸ See Task 7 for further information

⁹ See Task 8 for further information

expected to be less than a 24 hour turn around. After the request is submitted by the authorized EPA personnel, within three (3) days of the request the contractor shall submit the estimate of the work performed to the ECRCO COR. The ECRCO COR will document the request in a DCORD and will submit to the contractor.

INTERPRETATIONS FOR EMERGENCY/CRISIS SITUATIONS:

In the event of emergency/crisis situations the need for in-person and virtual in-person¹⁰ interpretation services will vary greatly based on emergency need and the service population, the audience, and the type of meeting or public meeting. The interpreter shall be available for the time established in the request submitted to the contractor by the LEP AEPC. After the request is submitted by the authorized EPA personnel, within three (3) days of the request the contractor shall submit the estimate of the work performed to the ECRCO COR. The ECRCO COR will document the request in a DCORD and will submit to the contractor. The types of forums that the EPA may request an interpreter may include, but is not limited to:

Public Hearings/Meetings	Investigative Interviews
Presentations	Speeches
Public Outreach Events	Emergency Response
Webinars	Conference Calls
online live event,	Webcast
Over the phone	Web/online- meeting
Standard Conferences	Voice Over

TASK 7- VIRTUAL/DISTANCE SERVICES

VIRTUAL TRANSLATIONS AND TRANSCRIPTIONS

TRANSCRIPTIONS

The contractor shall provide support to the EPA on virtual translation and transcription (verbatim or clean-read)¹¹, which is the process of converting speech or audio, in a virtual interpretation setting, audio-only, podcasts, or internet-based conferencing platforms into a written text in a language other than English. Although the exact number and duration of events needing transcription is not precisely known, EPA is not anticipating more than ten (10) public meetings or events during the year. The duration of each event or recording will vary depending on the complexity of the situation. There may be as few as five (5) hours to be transcribed or as many as 20 hours of public meetings per request.

The material to be transcribed shall be due no later than one (1) week after the material is provided to the contractor, unless a shorter timeframe is agreed upon through a Task- 6 request or through a different timeframe provided will be provided to the contractor in the Direction from the COR Document (DCORD). All material will be provided to the contractor via email, in electronic format, or via mail. The contractor shall be capable of receiving material by email, in

¹⁰ See Task: 7 for further details

¹¹ Clarification will be made in DCORD

electronic format, and by mail via the United States Postal Service or courier delivery. Materials to be transcribed will be provided to the contractor in Waveform audio file (WAV) format.

Documents transcribed need to be submitted to the EPA by email unless otherwise specified in a technical directive.

REQUIREMENTS:

1. The contractor shall be able to transcribe materials in the following languages: English and for the eight (8) prominent languages but not limited to that (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, (7) Arabic, and (8) Russian.
2. In the event that any portion of the recording is inaudible, the contractor will immediately notify EPA to determine options for revision of the tape.
3. The contractor shall have certified professional transcribers immediately available and/or on staff.
4. The contractor shall have the capability to transcribe from audio to written documents.
5. Most of the documents are legally binding documents; therefore, the contractor must be willing to sign confidentiality statements.
6. The contractor should have an understanding of environmental, scientific, legal terms, and professional jargon

SUBTITLE

The contractor shall provide support to the EPA by adding subtitle/captions displayed or embedded subtitle at the bottom or alongside to existing video, podcast, webinar, in which the transcript may be provided in English or other language, in order to add subtitle. The details will be provided to the contractor in the Direction from the COR Document (DCORD).

REQUIREMENTS:

1. The contractor should have an understanding of environmental, scientific, legal terms, and professional jargon and use the EPA environmental terms.

VIRTUAL INTERPRETATION

The contractor shall provide support to the EPA on remote simultaneous interpretation¹² (RSI), providing real-time language interpretation in which participants of an online live event, webinars, standard conferences, webcast, over the phone, or web/online- meeting, can participate in conference-level interpreting by listening to the language of their choice in crystal-clear audio

¹² Interpretation is the process by which an interpreter takes a message from a source language and orally renders that message in a different target language (e.g., English into Spanish, English into Vietnamese, Spanish into English, etc.).

on smartphones or headset receivers. The details will be provided to the contractor in the Direction from the COR Document (DCORD).

In addition, the contractor shall be able to provide voice-over interpretation of a voice recording (including but not limited to video/audio media) in which voices are recorded over the original audio track from one language to another.”

REQUIREMENTS FOR VIRTUAL INTERPRETATIONS:

1. The contractor must have the capability to provide remote simultaneous interpretation in certain forums¹³ throughout the United States and U.S. territories.
2. The contractor must be able to provide certified professional interpreters in the prominent languages previously stated as well as have the capability to expand to other languages as needed by the EPA.
3. It expected to provide experienced interpreter/linguistics accredited and trained to provide virtual simultaneous interpretation services for the eight (8) prominent languages but not limited to that (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, (7) Arabic, and (8) Russian.
4. The contractor should have an understanding of environmental, scientific, legal terms, and professional jargon

EQUIPMENT:

1. The contractor shall provide easy to use application, hassle-free, for the participants compatible with Skype, WebEx, and Zoom or other virtual tools; e.g., WhatsApp and Facebook. The contractor shall also provide standalone web conferencing services in which attendees and/or delegates can connect to the platform via a computer, mobile device or electronic device, if applicable in real time, seeing and hearing the speaker in the language of their choice. The platform should be compatible with any smart phone or any other electronic devices. In addition, the platform should be able to host conferences, small meetings, workshops, discussion panels, working groups, among others.
2. In the event that the meeting will be hosted via teleconference, the contractor shall be able to call to the event and provide services in the language requested (or contractor may use the extra call line furnished through EPA’s Operator Assisted Service reserved by the requester).¹⁴
3. The contractor shall provide a great audio quality in which the receiver of the interpretation will get a sound in high definition with extremely low latency, no delay, and no audio drops.
4. The contractor shall provide the platform to be used for remote simultaneous interpretation (RSI).

¹³ Including but not limited to online live event, webinars, standard conferences, webcast, over the phone, or web/online- meeting.

¹⁴ The requester would have to set that up the line with EPA’s Operator Assisted Services.

5. The contract shall provide a Remote Technician and Project Management Support tailored technical support during conferences, enabling organizers to focus solely on achieving their event outcomes.

TASK 8- WEB SUPPORT

EPA uses a Drupal web platform, which is an open source content management platform that allows individuals to publish, manage, and organize website content. Drupal is licensed under the GNU General Public License (GPL) and is maintained by a community of developers and end users. As a result, EPA benefits from a system that employs cutting-edge technology and allows the ability to create and maintain websites and pages without advanced technical know-how.

The Contractor shall facilitate within Drupal the creation, update, publishing, translation, archival, and retrieval of digital content on EPA LEP websites. The Contractor shall arrange, add, and maintain content in web, file, or document management systems, including but not limited to:

- Managing the organization and structure of content on web pages, file systems, or other systems such as document management systems.
- Ensuring version control of all content.
- Developing and maintaining taxonomies and metadata for content.
- Managing and updating content on web sites, file systems, or in other systems such as document management systems.
- Ensuring web content and files such as PDFs are 508 compliant per federal guidelines and laws.

The details will be provided to the contractor in the Direction from the COR Document (DCORD).

REQUIREMENTS:

1. The contractor should have an understanding of environmental, scientific, legal terms, and professional jargon in other languages
2. The contractor shall provide website support in the eight prominent languages but not limited to that (1) Spanish, (2) Mandarin Chinese (traditional), (3) Mandarin Chinese (simplified), (4) Vietnamese, (5) Korean, (6) Tagalog, (7) Arabic, and (8) Russian.
3. The Contractor shall adhere to [EPA Web Standards](#) and product development guidelines. Deliverables shall be prepared in accordance with:
 - a. Section 508 of the Americans with Disabilities Act
 - b. Government Paperwork Elimination Act
 - c. Clinger-Cohen Act
 - d. Computer Security Act

- e. Government Information Security Reform Act
- f. Applicable OMB Guidance

The end product is a published webpage in each language on EPA's public website ([View Example](#))

- 4. The contractor shall comply with the applicable cybersecurity tasks to include in IT requirements, per EPA Acquisition Guide (EPAAG) 39.1.2. (see attachment) (The COR will provide information).

PERIOD OF PERFORMANCE OF CONTRACT:

The performance period of the contract is for a total of five (5) years consisting of a base period and four (4) years option periods. The effective dates of each performance period are stated in the order award.

REPORTING:

The contractor shall prepare for and submit to the EPA's designated representative a monthly report that itemizes by EPA regional and/or program office:

- 1. Document Translation: each requested translation; the language(s) involved; and any issues encountered;
- 2. In-Person Interpretation: each requested interpretation service; location of the event; the language (s) involved, and any issues encountered;
- 3. Telephonic Interpretation: the number of calls; actual time and/or average time per call; languages used; any issues encountered (e.g., connectivity, language challenges, misunderstanding of nature of call, and so on).
- 4. Ad Hoc Support: each requested ad hoc support task with the specification of the support provided and any issue(s) encountered.

Additionally, in any given performance period, if the price of work ordered is within 75% of the performance period price ceiling, i.e., not-to-exceed amount, or the performance period funded amount, whichever is less, then the contractor shall immediately notify the CO and the Contracting Officer's Representative (COR) in writing.